

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2
APPLICATION NO. : 09/618809
DATED : September 27, 2005
INVENTOR(S) : R. Brookes et al.

Page 1 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Delete the title page and substitute therefor the attached title page.

(12) **United States Patent**
Brookes et al.

(10) Patent No.: **US 6,950,801 B2**
(45) Date of Patent: **Sep. 27, 2005**

(54) **METHOD AND APPARATUS FOR COORDINATING SERVICES**

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(73) Assignee: **PPG Industries Ohio, Inc., Cleveland, OH (US)**

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 411 days.

(21) Appl. No.: 09/618,809

(22) Filed: Jul. 18, 2000

(65) **Prior Publication Data**

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Related U.S. Application Data

(60) Provisional application No. 60/146,039, filed on Jul. 28, 1999.

(51) Int. Cl.⁷ G06F 17/60

(52) U.S. Cl. 705/7; 705/8; 705/9

(58) Field of Search 705/7, 8, 9, 10,
705/4, 14, 1, 5; 395/202, 329; 707/660;
380/25

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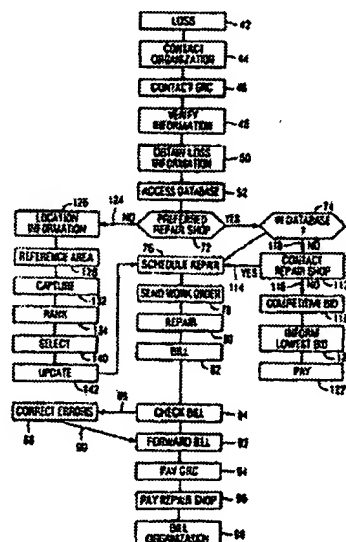
Primary Examiner—Romain Jeanty

(74) *Attorney, Agent, or Firm*—Dennis G. Millman

(57) **ABSTRACT**

The invention relates to a method of coordinating or arranging services, such as automotive glass repair services for the policyholders of an insurance company, and to an apparatus for practicing the method. The method includes providing a database of service providers, obtaining service need information regarding a customer, selecting at least a portion of the service providers in the database based on the service need information, ranking the selected service providers, and choosing one of the ranked service providers to perform the service.

6 Claims, 5 Drawing Sheets



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Please delete old existing Drawing sheets and insert these new drawings.

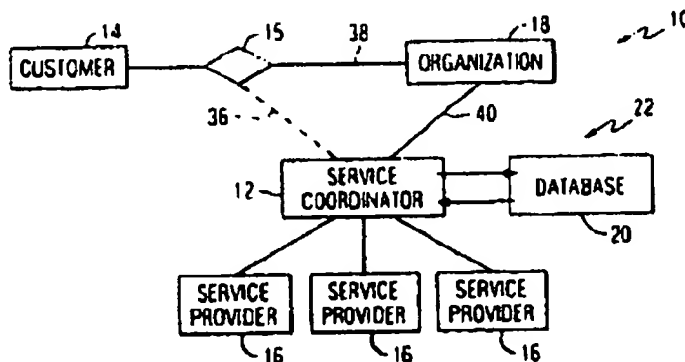


FIG. 1

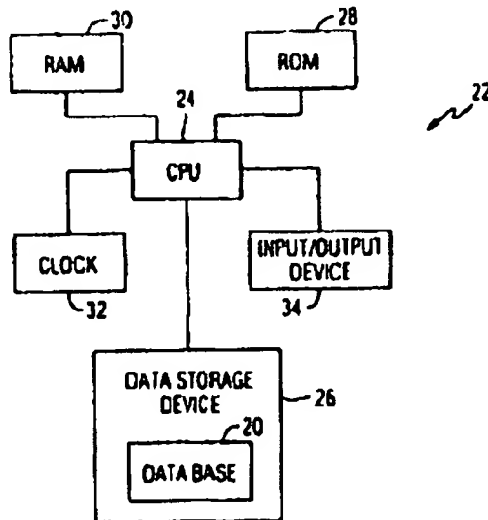


FIG. 2

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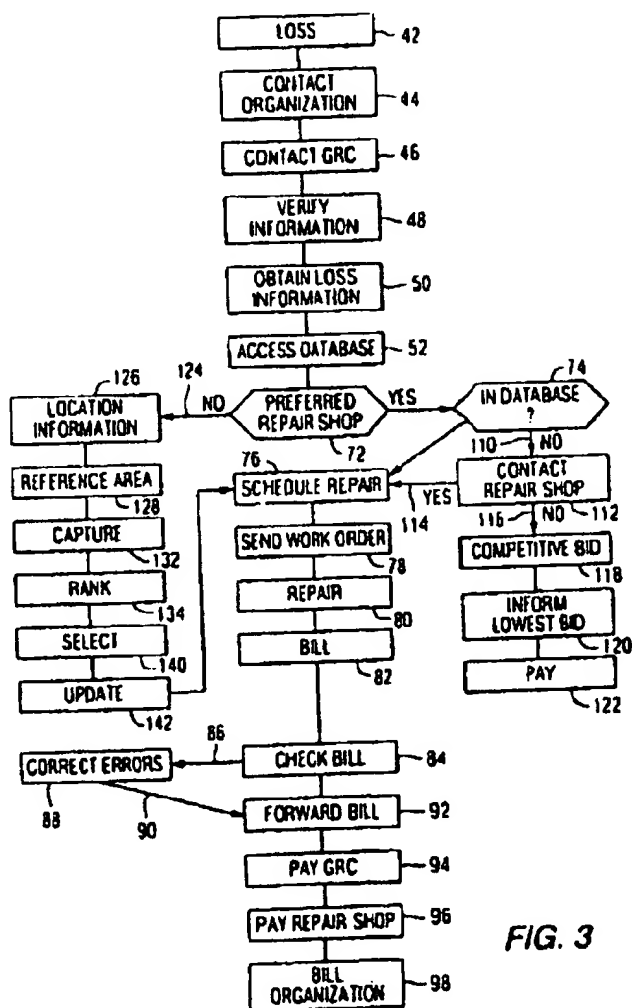


FIG. 3

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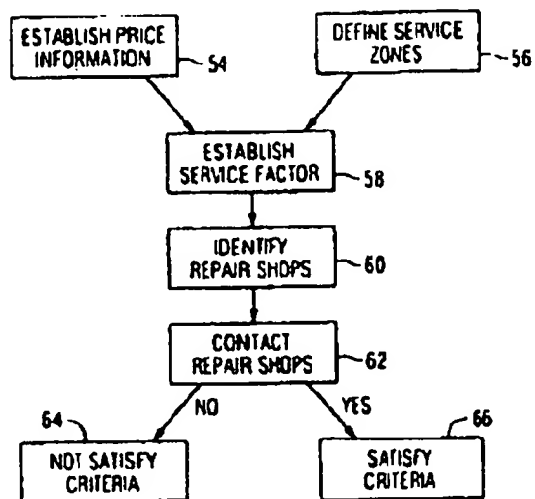


FIG. 4

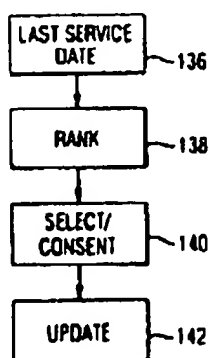


FIG. 5

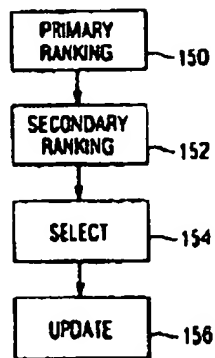


FIG. 6

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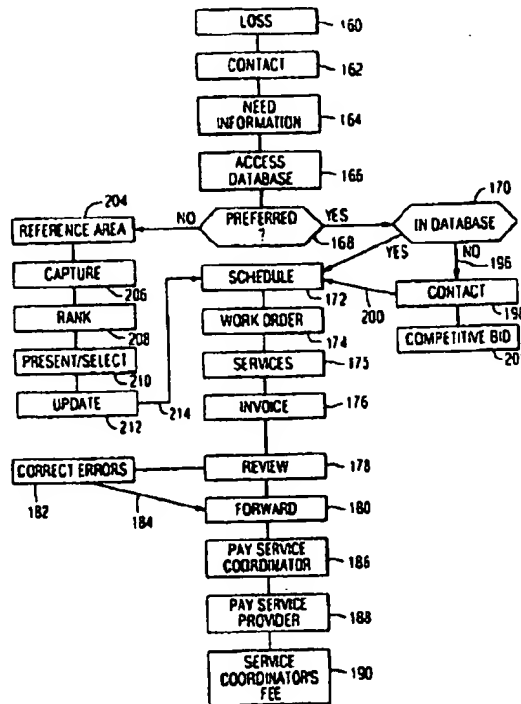


FIG. 7

This certificate supersedes the Certificate of Correction issued June 10, 2008.

Signed and Sealed this
Fifteenth Day of July, 2008

JON W. DUDAS
Director of the United States Patent and Trademark Office